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Daily FEMA Fact Sheet for Internal Distribution Only.

Thank you!

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## Daily Fact Sheet

Day 17

**\*\* For Internal Use Only \*\***



Austin  
Joint  
Field  
Office

DR-4332-TX Sept. 10, 2017

### Navigating the Road to Recovery: Take care of yourself, your family and your neighbors

- With nearly **\$457 million** in FEMA grants, NFIP claims paid and SBA loans already approved for Texas households affected by Hurricane Harvey, officials ask you to: **Spend your FEMA grants wisely to take care of your disaster-related needs not covered by insurance.**
  - Housing grants** may be used to make basic home repairs or rent a temporary place to stay.
  - Other Needs Assistance grants** may be used for the repair and replacement of necessary personal property.
  - Reminders:** *Survivors must use FEMA grants for their intended purpose. We will ask you for rent receipts before granting more rental assistance.*
- Fill out a Survivor's Checklist of 9 steps to take you and your family down the road to recovery, found on the Texas Harvey disaster page:** [www.fema.gov/Hurricane-Harvey](http://www.fema.gov/Hurricane-Harvey). The first three steps are:
  - Call my insurance agent (Homeowner & Flood)**
  - Register with FEMA** – Note: due to high call demand, phone lines may be busy. Please be patient. Try calling in the morning or evening when call volumes may be lower. Hours of operation: daily, 6 a.m. - 10 p.m. (CDT)
  - Schedule a FEMA Inspection** – Note: due to the extraordinary level of damage, it is taking approximately 21 days for inspectors to get to some locations to evaluate damages. Do not wait to begin cleaning out your home to prevent additional damages. Document the damages through photos and save receipts.
- Visit [DisasterAssistance.gov](http://DisasterAssistance.gov) to check the status of your registration or find local resources to help you recover. Or download the FEMA mobile app to your smartphone or tablet to find the nearest Disaster Recovery Center—a one-stop shop for storm survivors who need one-on-one help.
- For updates about the disaster recovery operation, visit the Texas Harvey web page: [www.fema.gov/Hurricane-Harvey](http://www.fema.gov/Hurricane-Harvey). Then let your neighbors know how to apply for FEMA assistance and what is available. After the devastation of Harvey, people who can take care of themselves, their families, and their neighbors can contribute greatly to the recovery effort by freeing up resources to help those most in need.

#### Approved FEMA Program Issue Fact Sheets Available

- Disaster Legal Assistance: [fema.gov/media-library/assets/documents/24413](http://fema.gov/media-library/assets/documents/24413)
- Disaster Recovery Center: [fema.gov/media-library/assets/documents/133708](http://fema.gov/media-library/assets/documents/133708)
- Disaster Survivor Assistance: [fema.gov/media-library/assets/documents/117811](http://fema.gov/media-library/assets/documents/117811)
- Disaster Unemployment Assistance: [fema.gov/media-library/assets/documents/24418](http://fema.gov/media-library/assets/documents/24418)
- Individual Assistance: [fema.gov/media-library/assets/documents/133744](http://fema.gov/media-library/assets/documents/133744)
- Individuals and Households Program: [fema.gov/media-library/assets/documents/24945](http://fema.gov/media-library/assets/documents/24945)
- Mitigation: [fema.gov/media-library/assets/documents/12291](http://fema.gov/media-library/assets/documents/12291)
- Mosquitoes: [dshs.texas.gov/preparedness/factsheet\\_mosquitoes.shtm](http://dshs.texas.gov/preparedness/factsheet_mosquitoes.shtm)
- National Flood Insurance Program: [fema.gov/media-library/assets/documents/106144](http://fema.gov/media-library/assets/documents/106144)
- Transitional Sheltering Assistance: [fema.gov/transitional-shelter-assistance](http://fema.gov/transitional-shelter-assistance)

Total number of FEMA staff: 5,101 Total number of Surge Support: 1,304

#### Individual Assistance (IA)

Disaster assistance for homeowners and renters may include grants to help pay for temporary housing, essential home repairs, personal property replacement and other serious disaster-related needs not covered by insurance or other sources.

#### As of COB Sept. 9:

- Total registrations: **684,191 (+9,156 from previous day)**
- Total Individual Assistance (IA) applications approved: **214,324 (+4,227 from previous day)**
- Individuals & Households Program (IHP) grants approved: nearly **\$253.2 million (+13.9 million from previous day)**
  - Housing Assistance: more than **\$144.7 million (+\$18 million from previous day)**
  - Other Needs Assistance: nearly **\$108.5 million (no change)**
- FEMA Inspectors In The Field: **1,718 (+86 from previous day)**
- FEMA Inspections Completed: **64,987 (-559 from previous day)**
- Total DRC visits: **5,801 (no change)**
- Total TSA rooms occupied: **23,581 (+340 from previous day)**
- Total TSA applicants checked in: **21,768 (+333 from previous day)**
- Total hotels utilized: **2,031 (+18 from previous day)**

Individuals and families in Austin, Aransas, Bastrop, Bee, Brazoria, Calhoun, Chambers, Colorado, DeWitt, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Hardin, Harris, Jackson, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton Counties are eligible to apply for federal disaster assistance through IHP.

- Registering with any other agency **does not** register a survivor with FEMA.

#### Understanding Eligibility

Texans who applied for disaster assistance after Hurricane Harvey should read their letters from FEMA carefully. Sometimes you may need to provide additional information to be eligible for assistance.

Common examples of missing information include proof of ownership of the damaged home or an insurance settlement letter. Please submit missing documentation to FEMA online, by mail or by visiting a Disaster Recovery Center.

Some of the reasons applicants do not qualify for federal disaster assistance include:

- Damaged property was not the primary residence at the time of the disaster.
- Adequate insurance coverage.
- Duplicate applications from the same household, where one applicant received assistance.

If you are not eligible for FEMA grants, you may still be eligible for other programs, such as state disaster unemployment assistance, free legal help or crisis counseling. Low-interest disaster loans from the U.S. Small

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Business Administration (SBA) are also available for businesses of all sizes, private nonprofit organizations, homeowners and renters to pay for repair or replacement costs not covered by insurance or other sources. Help may also be available from voluntary agencies.

FEMA disaster assistance never duplicates insurance benefits, but if insurance is not enough to cover all the eligible damage, the initial determination may change.

#### U.S. Small Business Administration (SBA)

SBA offers low-interest, long-term disaster loans to businesses of all sizes (including landlords), private non-profit organizations (such as churches and charities), homeowners and renters to repair or replace uninsured/uncompensated disaster-damaged property. SBA disaster loans offer an affordable way for individuals and businesses to recover from declared disasters.

As of **COB Sept. 8, 2017:**

- Total SBA loans received: **13,731 (+1,337 from previous day)**
- Total SBA loans approved: nearly **\$83.4 million (+\$20.4 million from previous day)** o Homeowners: more than **\$76.6 million (+\$17.9 million from previous day)** o Businesses: nearly **\$6.8 million (+\$2.3 million from previous day)**

Apply online at [disasterloan.sba.gov/ela](http://disasterloan.sba.gov/ela) or in person at a Disaster Recovery Center. A loan officer will determine your eligibility during processing, after reviewing any insurance or other recoveries.

- Businesses of any size may borrow up to \$2 million for physical damage.
- Private non-profit organizations may borrow up to \$2 million for economic injury.
- Businesses may apply for a maximum business loan (physical and/or economic injury) of \$2 million.
- Homeowners may borrow up to \$200,000 to repair/replace their disaster damaged primary residence.
- Homeowners and renters may borrow up to \$40,000 to repair/replace damaged personal property.

The SBA and the Texas Gulf Coast Small Business Development Center Network has opened a Business Recovery Center to provide a wide range of services to businesses affected by Hurricane Harvey.

Hours are **8 a.m. to 6 p.m. weekdays and 9 a.m. to 4 p.m. Saturdays and Sundays.**

The property damage application deadline is **Oct. 24, 2017**. The deadline to apply for economic injury is **May 25, 2018**.

| County  | BRC Location   |
|---------|--|
| Aransas | Women's Club of Aransas County, 1104 Concho St. Rockport TX 78382  |
| Harris  | University of Houston Small Business Development Center Region Office, 2302 Fannin St., Suite 200 Houston TX 77002 |
| Nueces  | Port Aransas Community Center (next to the museum), 408 N. Alister St., Port Aransas TX 78373                      |

#### Disaster Survivor Assistance (DSA)

Teams are in the field performing the following tasks: Assess, Inform and Report (AIR), Registration Intake, Case Updates/Inquiries, Needs Assessment and Referral to Whole Community Partners, Community Outreach and Partnerships.

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As of **COB Sept. 9, 2017:**

- DSA Deployed: **910 (-23 from previous day)**
  - o Home Visits: **14,706 (+5,790 from previous day)**
  - o Total Survivor Interactions: **26,997 (+8,362 from previous day)** o Total Survivor Registrations: **8,830 (+910 from previous day)** o Total Whole Community Referrals: **2,101 (no change)**
  - o Total Shelter Visits: **102 (no change)**

#### Register

The quickest way to apply is online at [DisasterAssistance.gov](http://DisasterAssistance.gov). Survivors may also apply by phone at **800-621-3362** (voice, 711 or VRS) or **800-462-7585** (TTY). Due to high demand, lines may be busy. Please be patient, and try calling in the morning or evening when call volume may be lower.

#### Disaster Recovery Centers (DRC)

DRCs are one-stop shops for storm survivors seeking one-on-one help. Representatives from FEMA, SBA and various state agencies will be available to answer questions.

To find the nearest DRC use: [asd.fema.gov/inter/locator/home.htm](http://asd.fema.gov/inter/locator/home.htm).

Unless otherwise noted, all DRCs are open **7 a.m. to 7 p.m. daily**.

| County       | Location  |
|--------------|---|
| Jackson      | MDRC#1-Edna High School Stadium, 1303 W. Gayle St. Edna TX 77957—<br><b>9 a.m. to 6 p.m. daily—Branch: VI Division: P</b> |
| Harris       | DRC#1-George R. Brown Convention Center, 1001 Avenida de Las Americas,<br>Houston TX 77010— <b>Branch: Harris</b>         |
| Colorado     | DRC#2-Colorado County Services Facility, 305 Radio Ln., Columbus TX 78934—<br><b>Branch: II Division: A</b>               |
| Fayette      | DRC#3-Randolph Recreation Center, 653 East Pearl St., La Grange TX 78945—<br><b>Branch: VI Division: R</b>                |
| Calhoun      | DRC#4-Calhoun County Library, 200 W. Mahan St., Port Lavaca TX 77979—<br><b>Branch: VI Division: P</b>                    |
| San Patricio | DRC#5-Bay Vista Shopping Center, 2334 Hwy 361, Ingleside TX 78362—<br><b>Branch: III Division: N</b>                      |
| Victoria     | DRC#6-Pattie Dodson Public Health Center, 2805 N. Navarro, Victoria TX 77901—<br><b>Branch: VI Division: P</b>            |
| Goliad       | DRC#7-Goliad Memorial Auditorium, 925 S. State Hwy. 183, Goliad TX 77963—<br><b>Branch: VI Division: P</b>                |
| Fort Bend    | DRC#8-Fort Bend County Sienna Annex, 5855 Sienna Springs Way, Missouri City<br>TX 77459— <b>Branch: II Division: K</b>    |

|                   |   |
|-------------------|---|
| <b>Montgomery</b> | <b>DRC#9-Friendship Center/Community Center, 31355 Friendship Drive, Magnolia TX 77355—Branch II Division: E</b>  |
| <b>Fort Bend</b>  | <b>DRC #10-Simonton Community Church, 9703 FM 1489 (Simonton Rd.), Simonton TX 77476— Monday-Saturday 7 a.m. to 7 p.m., Closed Sundays Branch: II Division: E</b> |

#### **National Flood Insurance Program (NFIP)**

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- Total number of NFIP policies in force in 39 IA-designated counties in Texas: **525,000 (no change)**
- Total claims submitted for Harvey: **82,000 claims (+1,000 from previous day)**
- Total NFIP advance payments to policyholders in Texas: more than **\$119.9 million (+\$10 million from previous day)**

The NFIP has extended the grace period for payment of NFIP flood insurance policy renewal premiums to **120 days**. This applies to policies covering properties in Texas counties that are designated under the presidential disaster declaration and were set to renew July 24-Sept. 27, 2017.

The National Flood Insurance Program call center that supports NFIP policyholders may be reached at **800-621-3362 (Press 2)**. Representatives are available **5 a.m. to midnight** daily. [DisasterAssistance.gov](https://disasterassistance.gov) has been updated with NFIP information (topline banner) [fema.gov/disaster/4332](https://fema.gov/disaster/4332) also has NFIP-related information on how to file a claim.

#### **U.S. Postal Service: Your mail is safe and sound**

A number of post offices sustained flood damage from Hurricane Harvey. The U.S. Postal Service (USPS) apologizes to its customers for any inconvenience caused by the temporary closures. USPS assures Texans that their mail has been secured and is safe. As water recedes in the impacted areas and conditions improve, the Postal Service will reopen those affected offices and restore mail delivery as quickly as possible.

Customers may visit the Postal Service website at [usps.com](https://usps.com), download the smartphone app or call **(800) ASK-USPS (275-8777)** to find more information or an alternate location where they can retrieve their mail.

#### **Transitional Sheltering Assistance**

For some displaced survivors unable to return to their flood-damaged homes, FEMA may pay the cost to stay in certain hotels or motels for a limited period of time. FEMA only pays for the cost of the room and taxes.

Individuals and households must first register with FEMA to be determined eligible for Transitional Sheltering Assistance (TSA). If eligible, go to [DisasterAssistance.gov](https://disasterassistance.gov) for a list of thousands of participating Texas hotels, sorted by city.

Eligible survivors may also call the FEMA Helpline **(800) 621-3362** (voice, 711/VRS-Video Relay Service) or **(800) 462-7585** (TTY) for assistance in finding a participating hotel nearby. Since room availability changes quickly, survivors should call the hotel prior to traveling to confirm it can accommodate them.

*Note:* Hotels may need to honor prior bookings and may not be able to accommodate displaced survivors for an extended stay. FEMA makes direct payments to the hotels so survivors do not have to use their own funds.

Guests are responsible for all other costs associated with lodging and amenities. Those ineligible for TSA may be referred to local agencies or voluntary organizations for sheltering options.

#### **Locate a Shelter**

If you and your family need a place to stay, [download the FEMA mobile app](#) and look under Disaster Resources for a list of nearby shelters. Or call **800-REDCROSS** (733-2767). During a humanitarian crisis, the American Red Cross (ARC) provides food, comfort and shelter to those who need it—without regard to race, religion or citizenship status.

#### **Disaster Unemployment Assistance (DUA)**

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[Disaster Unemployment Assistance](https://twc.state.tx.us/jobseekers/disaster-unemployment-assistance) benefits are available to Texans whose jobs were affected by the hurricane. Survivors are able to apply for unemployment benefits at [twc.state.tx.us/jobseekers/disaster-unemployment-assistance](https://twc.state.tx.us/jobseekers/disaster-unemployment-assistance).

#### **Crisis Counseling**

Call the [@disasterdistressline](https://disasterdistressline.org) at **(800) 985-5990** or text **TalkWithUs** to **66746** to talk to a professional who can help you cope with emotional distress from the storm.

#### **Disaster Legal Services**

If you need legal assistance, call the toll-free HOTLINE **(800) 504-7030**. Survivors can receive free counseling from the Young Lawyers Division of the American Bar Association on insurance claims, landlord-tenant issues, home-repair contracts, the replacement of legal documents destroyed by the storm and other legal matters.

#### **Rumors and Scams**

**DSA teams are currently reporting the following rumors:**

- They were told FEMA was handing out cameras to survivors (Polk County)
- They were told FEMA is broke and they will only be receiving the \$500.00 emergency assistance from the State of Texas (Polk County, Fort Bend County)
- The Texas ONA helpline has been disconnected (Brazoria County)
- They heard that once they receive the \$500.00 Critical Needs Assistance they will not be eligible for any more assistance from FEMA or the State (Jefferson County)
- FEMA inspectors are writing checks at the time of inspection if the damages were minor (Bellair)
- FEMA is buying out neighborhoods (Houston)

Survivors can visit the Hurricane Harvey [rumor control page](#) for accurate up to date information about common rumors and scams.

#### **Public Assistance (PA)**

The Public Assistance (PA) program reimburses state and local governments, federally recognized tribes and certain private nonprofit organizations in designated counties for eligible expenses incurred before, during and after Hurricane Harvey on a cost-share basis. This money helps pay for efforts to protect people and property, restore power, repair roads and clean up neighborhoods.

- For more information about PA grants and Direct Federal Assistance, visit: [fema.gov/public-assistance-policy-and-guidance/public-assistance-guide](https://fema.gov/public-assistance-policy-and-guidance/public-assistance-guide).
- The presidential disaster declaration stemming from Hurricane Harvey makes FEMA PA grants for Categories A & B and Direct Federal Assistance available to eligible applicants in **27 counties: Austin, Bastrop, Bee, Colorado, DeWitt, Fayette, Goliad, Gonzales, Hardin, Jasper, Jefferson, Karnes, Kleberg, Lavaca, Lee, Montgomery, Newton, Nueces, Orange, Polk, Refugio, Sabine, San Jacinto, San Patricio, Tyler, Waller and Walker.**
- Applicants from the following **28 counties** may apply for reimbursement for expenses in Categories C- G: **Aransas, Brazoria, Calhoun, Chambers, Colorado, Fayette, Fort Bend, Galveston, Goliad, Hardin, Harris, Jackson, Jasper, Jefferson, Liberty, Matagorda, Montgomery, Newton, Nueces, Orange, Polk, San Jacinto, San Patricio, Tyler, Victoria, Walker, Waller and Wharton.**
- Applicants from the following four counties may apply for Category B and Direct Federal Assistance: **Bexar, Dallas, Tarrant and Travis.**
- The federal cost share increased to **90 percent** reimbursement of eligible costs for debris removal (Cat A), including Direct Federal Assistance; and **100 percent** reimbursement for emergency protective

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measures (Cat B), including Direct Federal Assistance, for **30 days** from the start of the incident period (Aug. 23), and then a **90 percent** federal cost share afterward.

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